



## News Bulletin

January 2014

### From the Directors of Haslett Avenue East (Crawley) Management Company Ltd

Welcome to the second edition of this News Bulletin for which is issued to all members of Haslett Avenue East (Crawley) Management Company Ltd (HAEMC).

We, the Director's of HAEMC, and our Managing Agents, itsyourplace Ltd (IYP), hope that you find the content to be interesting, informative and a useful reference guide for everyone living or owning a property at Pembroke Park.

For those of you who are not familiar Haslett Avenue East (Crawley) Management Company Ltd (HAEMC) was established by Fairview Homes to take on the overall management of the development once building work had been completed and in doing so be responsible for the upkeep and maintenance of all communal areas within the development.

The Board of Directors of HAEMC consists of both Leaseholders and Freeholders and for which all live within Pembroke Park and represent the best interests across our community.

To contact either the Directors of HAEMC or IYP, you can do so by the following means:

**Haslett Avenue East (Crawley) Management Company Ltd**  
**Victoria House**  
**178-180 Fleet Road**  
**Fleet**  
**Hants**  
**GU51 4DA**

by email: [enquiries@itsyourplace.co.uk](mailto:enquiries@itsyourplace.co.uk)  
by telephone: 0845 094 0854

We, the Director's of HAEMC, and our Managing Agents, IYP, hope that you find the News Bulletins interesting and informative. We always welcome any feedback and ideas so please let us know of any comments you may have for future editions.

Further information can also be found on your own dedicated community website, which can be found at <http://haemc.co.uk> which we hope you find the content useful and another source of reference, which to support HAEMC in being environmentally friendly, all news future news bulletins will also published on this website.

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## Covenants of the Lease

You may or may not be familiar with the Covenants under the Lease and for which you legally signed at the time of completion of your purchase with your Solicitor. May we take this opportunity to remind you of your obligations, for which are in the Lease as follows:

1. Not to use the Property or permit the same to be use for any illegal or immoral purpose or for any trade business or manufacture or for any purpose whatsoever other than as a private residence in the occupation of one family only.
2. Not to do or permit to be done any act or thing in or upon the Property or any part thereof of any part of the Estate which may be or grow to be a damage nuisance disturbance or annoyance to the Lessor or the Company or the Fairview Companies or any of the occupiers of other parts of the Estate or to the neighbourhood.
3. Not to do or permit to be done any act or thing in or upon the Property or any part thereof or any part of the Estate which may render void or voidable any policy of insurance of the Property or of any other part of the Estate or may operate to increase the premium payable in respect thereof.
4. Not to throw dirt rubbish rags or other refuse or permit the same to be thrown into the sinks baths lavatories cisterns or waste or soil pipes in the Property.
5. Not to play or use or permit to be played or used any piano pianola gramophone wireless or television loudspeaker or mechanical instrument of any kind between the hours of 12 midnight and 8am or sing or carry on loud conversation or allow the same to be done in the Property so as to cause damage nuisance or annoyance to the Lessor or the Company or the Fairview Companies or the lessees or occupiers of any other part of the Estate.
6. Not without the previous consent of the Lessor in writing to place or permit to be placed any name writing drawing sign board plate or placard of any kind in or upon or from the external walls or any window on the exterior of the Property or so as to be visible from the outside of the Property.
7. Not to shake hang or expose any clothes mats or other objects or to place any flower box or flower pots or other like objects outside the Property or permit the same to be done.
8. Not to keep or permit to be kept any bird dog or other animal upon or in the Property which may cause a nuisance damage or annoyance to the tenants or occupiers of any other parts of the Estate or to which an objection shall be notified by the Lessor or the Company and to forthwith remove from the Property and the Estate any bird dog or other animal or pet within one month of the Lessee's receipt of written notice of the Lessor's request in that regard arising from breach of this provision or otherwise.
9. Not to erect or permit to be erected any individual external radio or television aerial or satellite dish or any other similar apparatus in or upon the Property.
10. Not to permit any vehicles good or articles to obstruct common entrances passages landings staircases pathways access ways or the gardens of the Estate or the Lessor's adjoining land.

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11. To provide and maintain in the refuse store shown on the Plan a dustbin (unless the Company shall provide a container for refuse) and not to leave refuse anywhere except in the said dustbin or container in the refuse store and keep the said store clean and tidy.
12. Not to use convert or occupy or suffer to be used converted or occupied the gardens access ways paths and forecourts (if any) for any purpose other than those hereinbefore mentioned.
13. Not to make or permit or suffer to be made any alterations to the external walls or windows of the Property.
14. To clean the windows of the Property at least once a month.
15. No commercial or industrial vehicle caravans boats or trailers shall be kept or parked on any parking space or otherwise within the Estate or on the Lessor's adjoining land.
16. At all time maintain adequate close carpeting with underlet or underlay throughout the Property or take such other steps in relation to the composition or covering of the floors of the Property as the Lessor may reasonably deem adequate having regard to the peace and quiet of the occupants of the flats in the Estate or in accordance with any relevant Building Regulations.
17. Not to display any board placard or notice relating to the sale or letting of the property.

On behalf of Haslett Avenue East (Crawley) Management Company Ltd any deemed breaches of the Covenants of the Lease will be enforced and for which civil action may be taken against the identified person(s).

## Smoking

It has been brought to the attention of HAEMC that some residents are either smoking in the communal hallway(s) or smoking in close proximity to communal doors or windows.

As we are sure you will appreciate this action causes smoke to enter into other properties through open windows and is particularly frustrating to fellow residents and in some instances it has caused the smoke vents to open.

May we take this opportunity to remind you that under the Smoke-free (Premises and Enforcement) Regulations for England which came into effect Sunday 1st July 2007, smoking is no longer be permitted in any enclosed or substantially enclosed premises, this includes all communal passages/hallways. Should these regulations be contravened individuals can face on-the-spot fines of £50 which can rise to up to £1000 should the issue be brought to court. Furthermore, HAEMC can also face a fine of £2,000 for non-compliance.

Smoking is only permitted within your own personal property or in the open/over ground car park (away from the building/access ways). We would ask that if you wish to smoke in the car park or within the grounds of Pembroke Park (away from any open windows or doorways), please ensure you pick up your cigarette butts and do not discard in the gardens.

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## Communal Hallways & The Regulatory Reform (Fire Safety) Order 2005

Both HAEMC and West Sussex Fire and Rescue Services will continue to enforce the recommendations that all communal hallways, including Landlord cupboards and under any stairs, are to be kept 'sterile' in order to ensure a safe environment in the event of escape being necessary.

The following items have been observed on previous inspections and this list is not exclusive and all items are no longer permitted to be stored in the communal hallways:

- **Pushchairs/Buggies/Car Seats**
- **Children's toys, i.e. scooters,**
- **Shoe racks and shoes, boots, wellington boots**
- **Plug-in air fresheners**
- **Household waste in sacks**
- **Bicycles**

We would also ask that any junk mail, newspapers and other such items are discarded properly and not left within the communal hallways as these are also a source of ignition.

Please ensure that unwanted junk mail is disposed of appropriately and not left littering the communal areas particularly around the post box areas. It is with the interests of all residents to help ensure the communal areas are kept in a good condition to help promote the attractiveness and upkeep.

In order to ensure the health, safety, welfare and compliance with buildings insurance policies held by HAEMC, all communal hallways are to be kept clear of personal items and a **zero tolerance policy will be adopted** for any items left in the communal areas and for which also includes the underground car parks/car parking spaces.

HAEMC have also sought advice from Sussex Police, who support the management company and advice given by West Sussex Fire and Rescue Services and will adopt a 'Found Property' policy.

The design and build of the development and HAEMC adopted policy in the event of fire or emergency is that of 'stay put' (this of course does not preclude those affected, or any other occupant from exiting in the event of fire, or the entry of fire service personnel).

**May we also take this opportunity to remind you that the propping open or prevention of fire door closing mechanisms is a serious breach of fire safety regulations,** possibly endangering life in the event of a fire. Equally all communal areas, lobbies and stairways are to be maintained as 'sterile' in order to ensure a safe environment in the event of escape being necessary.

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With immediate effect we will therefore be removing ALL personnel items found in the communal areas. These items will be stored safely for up to 28 days after which if they are not claimed they will be disposed of. Should a resident request an item to be returned to them a fee of £50.00 will be payable upon which at a time suitable to HAEMC the article will be returned.

We can also confirm that West Sussex and Rescue Service will be undertaking their own visits to ensure compliance.

Again we would ask all Landlords, as the Leaseholder it is your responsibility to ensure your tenants/and letting agents are aware of the zero tolerance policy now in operation.

We thank you in advance for your co-operation in order to maintain the health, safety and welfare of all residents.

## Bin Stores

It has been brought to our attention from both fellow residents and Crawley Borough Council that some households are abusing the communal bins and enclosures provided by dumping bulky items, such as TVs, wardrobes, chest of drawers etc. in the bin stores.

As you are aware the refuse collection services will not collect these items, we are therefore left with no choice other than to have these items privately cleared. Please be advised that the cost for removing bulky items is passed on to each Leaseholder through your service charges, the more costs incurred by residents, the higher the service charge costs will be.

We would ask that in the interest in keeping your service charges down and living within a neighbourly environment that you please dispose of bulky items appropriately, your local household refuse sites can be found at Metcalf Way, Crawley, RH11 7XN, Tel 01293 545861.

## Opening times *(closed on Christmas Day and Boxing Day)*

### **1st April - 30th September**

Monday to Friday 8am - 7pm, Saturday & Sunday 9am - 7pm, Bank Holiday 9am - 7pm

### **1st October - 31st March**

Monday to Friday 8am - 5pm, Saturday & Sunday 9am - 5pm, Bank Holiday 9am - 5pm

Due to the problems encountered with the bin stores, combination locks have been fitted with unique codes to each bin store to help reduce the amount of non household waste and bulky items dumped in the stores. If you are not familiar with your bin store code, please contact IYP.

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## Security & Access

Acting in your interests and welfare HAEMC and Sussex Police take security extremely serious at Pembroke Park.

We would ask that no doors are left propped open and would ask that you are vigilant at all times. You can report anything for which you deem to be suspicious by calling 101 or in the event of an emergency by calling 999.

If you require a replacement door entry fob and live at Howlands Court, Page Court of Finlay Court, please contact NACD direct by email at [fobs@nacd.co.uk](mailto:fobs@nacd.co.uk), and in your email please provide the following information:

- **Name**
- **Address**
- **Contact telephone number**
- **Together with the number of fobs required**

Once you have emailed the fobs Sales Department, they will then contact you when processing the order in order to take payment from you.

For user guides and further information please visit: <http://nacd.co.uk/>

If you do not have access to the internet, please contact NACD by telephone on 01442 211 848.

With regards to underground car parking, HAEMC are aware of a number of incidences recently whereby there has been a breach of security due to residents tampering with equipment. HAEMC are able to review any suspicious reports via CCTV footage and provide this to Sussex Police to take the appropriate action.

If you require a replacement car parking fob, please contact Scott at Crawley Locks by email at [pembroke@crawleylocksandalarms.co.uk](mailto:pembroke@crawleylocksandalarms.co.uk) directly. Please be advised that there is a charge for a replacement fob.

## Sussex Police – Three Bridges

For those of you who are not aware, your local neighbourhood officers are PC Jo Pither and PCSO James Godsmark, who frequently visit Pembroke Park as part of their local neighbourhood police patrols.

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## PC Jo Pither and PCSO James Godsmark

Whilst HAEMC and IYP regularly liaise with Sussex Police, Jo and James would welcome to hear from any residents at Pembroke Park that wish to report any matters and can be contacted as follows:

**Police Officer Jo Pither**, Mobile: 07717800254, Telephone: 101 or 01273 470, Email: [jo.pither@sussex.pnn.police.uk](mailto:jo.pither@sussex.pnn.police.uk)

**Police Community Support Officer James Godsmark**, Mobile: 07795503784, Telephone 101, Email: [james.Godsmark.01@sussex.pnn.police.uk](mailto:james.Godsmark.01@sussex.pnn.police.uk)



Local team <http://www.sussex.police.uk/help-centre/your-local-district/crawley//local-team/WR1NH2> via @Crawley\_police

In the event of an emergency, please call 999 and at all other times when not an emergency, please call 101 who will take your details. Further information can be found at:

<http://www.sussex.police.uk/help-centre/your-local-district/crawley//local-team/WR1NH2>

## Neighbourhood Watch

With a Neighbourhood Watch already established within Pembroke Park, if you wish to find out more details, please contact IYP, who will be happy to provide you with the necessary information.

## Window Cleaning & Communal Bin Cleaning – Apartment Blocks

For the apartment blocks that fall under HAEMC responsibility, we can advise the schedule of cleaning dates are as follows for 2014:

### Window Cleaning

- 4, 5, 6 & 7 February
- 29 & 30 April and 1 & 2 May
- 22, 23, 24 & 25 July
- 14, 15, 16 & 17 October

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## Communal Bin Cleaning

- 7 February
- 30 May
- 19 September
- 17 November

These costs are included within the Leasehold Annual Service Charge as agreed by the Directors of HAEMC.

Please note that in accordance with the Leases, patio/balcony doors are not included and therefore Leaseholders are asked to maintain and clean accordingly. The window cleaning only includes the exterior of windows to each Leasehold property but does include both the internal and external cleaning of all communal windows.

Dates will also be published on the communal noticeboards and if you have any queries regarding the provision of these services, please contact IYP.

## Noise from Pipework

We have received a number of enquiries regarding noises in pipework inside some Leasehold properties. We understand the cause of this is from the ball valve. As this is not a communal fault, then you will be required to contact a plumber at your own cost to investigate and resolve.

If you have any queries regarding this matter, please contact IYP.

## Car Parking & Car Parking Enforcement

HAEMC and IYP appreciate that car parking is at a premium at Pembroke Park and we are unable to allocate or provide any additional parking, with parking allocated in accordance with any Deeds or Leases at the time of purchase or subsequently through Fairview Homes.

In March 2013, UK Car Park Management Ltd (CPM) were contracted by HAEMC to enforce car parking at Pembroke Park, with parking permits being issued directly by CPM to the individual homeowners, with information provided at the time by the previous managing agent, Crabtree Property Management.

If you have not received a parking permit or require an additional parking permit, issued in accordance with your Deeds or Lease, please contact CPM directly and for which there will be a small administration charge. CPM can be contacted as follows:

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## **UK Car Park Management Ltd**

**Telephone: 0845 463 5050 or Website: [www.uk-cpm.com](http://www.uk-cpm.com)**

CPM provides a permit management, security, parking enforcement and litter picking service covering the whole of Pembroke Park. At this time this does not apply to any underground parking spaces albeit this is constantly reviewed. This service is provided free of charge at no cost to HAEMC, on a self financing basis.

The parking areas shall be visited at regular intervals (24hrs/7days a week) and following any specific requests from HAEMC, in order to maintain an effective deterrent against any unauthorised parking at Pembroke Park.

Official contractors to HAEMC, Hyde Housing or Moat Housing will display at all times their 'Contractors' Permit for which is issued by HAEMC/IYP directly and are permitted when required to park outside of a parking space to ensure that they are not blocking any access.

The following restrictions will be enforced:

### **Corresponding Permit Holders Only**

- Vehicles parked within the UP number bays must display a GREEN resident permit, corresponding to the bay UP number.
- Vehicles parked within the PP numbered bays 220-350 must display a GREEN resident permit, corresponding to the PP bays and showing a valid serial number.
- Vehicles parked within the HP numbered bays 1-103 must display a BLUE resident permit, corresponding to the bay HP number.
- Vehicles parked within the HP numbered bays 104-219 must display a BLUE resident permit, showing a valid serial number.
- Vehicles parked within the 'V' marked visitor bays between 8am to 8pm must display a RED visitor permit, and stay for a maximum of 3hrs, no return 12hrs.
- Vehicles parked within the 'V' marked visitor bays between 8pm to 8am must display a RED visitor permit or GREEN resident permit corresponding to the PP bays.

### **No Parking outside of a designated space**

### **No Untaxed Vehicles**

- In accordance with the Lease, all vehicles are to be roadworthy and for which includes tax and insurance.

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CPM Wardens will issue a Warning Notice or PCN to any vehicle not adhering to the aforementioned restriction(s), a minimum of six photos will be taken showing location and contravention. A ten (10) minute 'grace period' will be granted to all vehicles to obtain and display a valid parking permit or during loading/unloading intervals.

In accordance with the Deeds and Leases, no commercial vehicles are permitted and alternative parking should be sought for any registered owners as they will be enforced.

Should you wish to appeal any parking enforcement notice issued, please contact CPM directly as neither HAEMC or IYP are able to waive any issued enforcement notices.

## Other Useful Numbers

Whilst the below are listed on communal HAEMC Noticeboards, please see below for other useful contact numbers:

- Sussex Police                      Tel 999 in an Emergency or Tel 101 for non-emergency
- Fire/Ambulance                  Tel 999
- Electricity                          UK Power Networks, Tel 0800 783866
- Gas                                    British Gas, Tel 0800 111999
- Water                                Southern Water, Tel 0800 820999
- NHS Direct                        Telephone 111
- Hospital                            East Surrey Hospital, Tel 01737 768511
- Car Parking                        CPM, Tel 0845 463 5050

**If you are a Landlord, we would kindly ask that you ensure your Tennant and Letting Agent are provided with a copy of this News Bulletin and are familiar with the contents contained within.**

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